# 9112i IP PHONE

## RELEASE 1.3
## USER GUIDE

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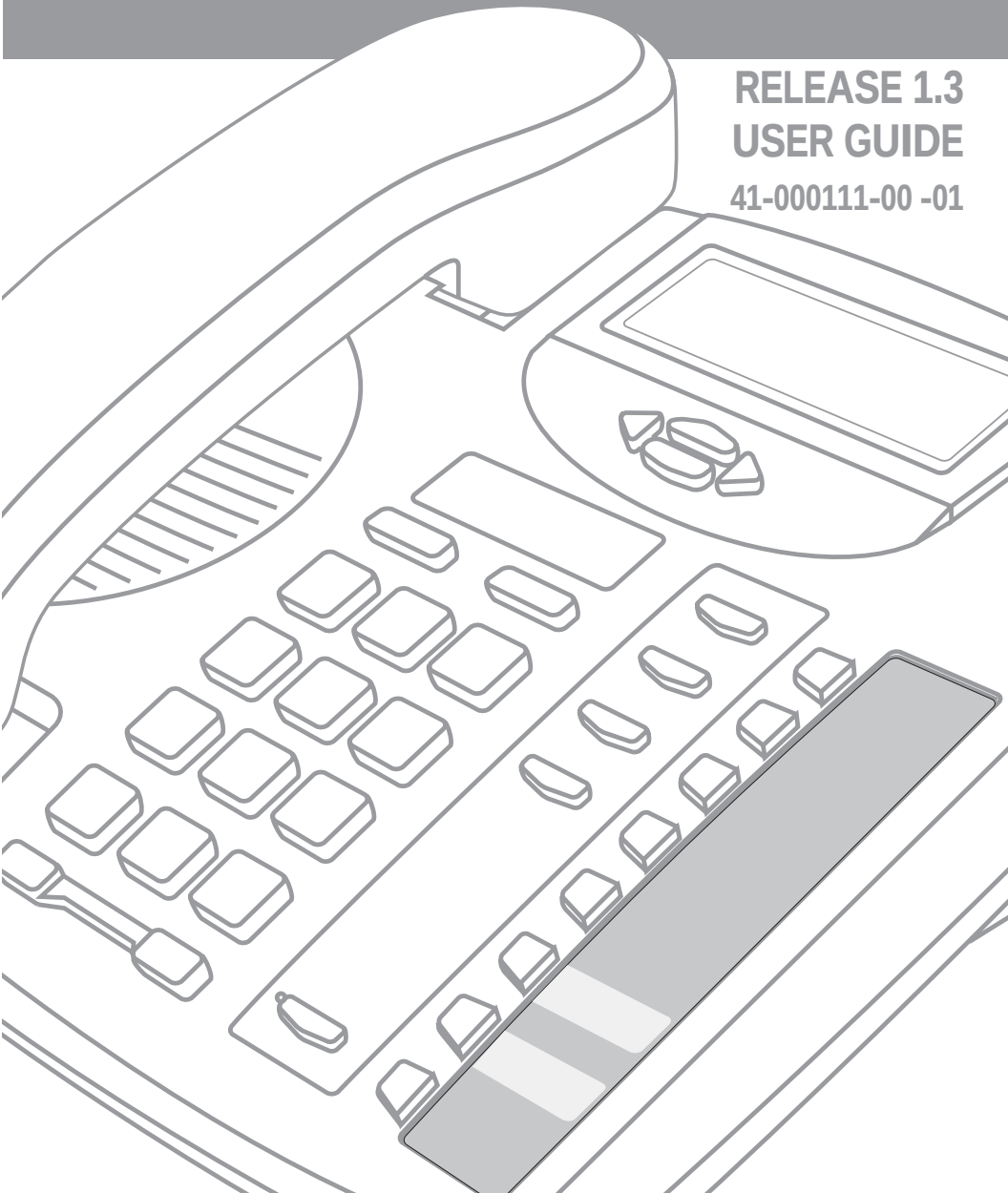

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## About This Guide

This guide explains how to use your new 9112i phone. Not all features listed are available by default. Contact your system administrator to find out which features and services are available on your system. Your system administrator also has the ability to customize some features on this phone.

## Documentation

- ***Aastra 9112i IP Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. This guide is included in the box with your phone.
- ***Aastra SIP 9112i IP Phone User Guide*** – explains the most commonly used features and functions. This guide can be downloaded from www.aastra.com
- ***Aastra SIP 480i/480i CT/9112i/ 9133i IP Phone Administration Guide*** – explains how to set the 9112i phone up on the network and contains advanced configuration instructions for the 9112i. The Administrator Guide has instructions that are at an adminstrator level.

## Introduction

The 9112i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 9112i IP telephone provides communication over an IP Network using the SIP IP telephony protocol.

### Phone Features

- Three-line backlit display screen
- 2 Programmable buttons, which can be programmed as speed dials
- Full-duplex speakerphone for handsfree calls
- Built-in single port, 10/100 Ethernet jack
- Power adapter

### Requirements

- A SIP-based IP PBX system or network installed and running with a number created for the new 9112i IP phone.
- Adherence to SIP standard RFC 3261.
- Access to a configuration server where you can store the firmware image and configuration files.
  The configuration server must be able to accept connections anonymously.
- The IP phone must be configured for a specific type of protocol to use. (TFTP is enabled by default). You can configure the following protocols on the IP phone:
  - TFTP (Trivial File Transfer Protocol)
  - FTP (File Transfer Protocol)
  - HTTP (Hypertext Transfer Protocol)
- A 802.3 Ethernet/Fast Ethernet LAN

- Category 5/5e straight through cabling
- Power adapter

## Installation and Set-up

If your system administrator has not already set-up your 9112i phone, please refer to the ***Aastra 9112i Installation Guide*** for basic installation and physical set-up of the 9112i. For more advanced administration and configuration information, system administrators should refer to the ***Aastra SIP 480i/ 480i CT/9112i/9133i IP Phone Administration Guide***.

# Getting Started

The 9112i must be set up and configured prior to its first use. This section describes phone behaviour and start up screens you may see when the phone is first plugged in,

or when it is restarted.

## When You First Plug in Your Phone

The 9112i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The first screen the phone displays is the Aastra splash screen.

## Updating Your Phone

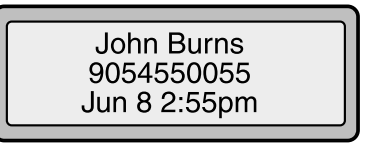
After displaying the Aastra splash screen, the 9112i checks settings and looks for new configuration and firmware updates for the phone from the server. If a new update is found, the phone displays the message "Updating Config" or "New Firmware". This may take a few moments while the phone downloads the latest updates.

**Note:** New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your system administrator and should be scheduled during non-business hours or slow call periods.

**Important! Do not unplug or remove power to the phone while it is checking or installing firmware.**

## Start up Screens

After the phone displays the Aastra splash screen or after downloading an update (if an update was available), the phone displays the **Idle State** screen:




The basic **Idle State** screen lists your name, extension, and today's date and time. This screen is shown whenever your phone is not in use.

## Incomplete Config.

If your phone displays a "No Service" message without any extension or user name at the end of the start up sequence instead of the **Idle State** screen, this means your system administrator has not set up your extension correctly. Contact your system administrator for assistance.

## No Service

The "No Service" or "Network disconnected" prompt appears on the display and the telephone status light turns on when the phone is not properly connected to the network, or the account has not been configured by the administrator. The phone also displays the default time and date of 12:00am Jan. 1st, 2000. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when the connection is reconnected and will display the "Network Connected"

prompt temporarily. If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see "Restarting your phone" on page 12.

For more information about connecting your phone, refer to the ***Aastra 9112i Installation Guide*** under the section **"Connecting to the Network and to Power"**. Check with your system administrator for assistance.

## Setting Your Options

Pressing the I button gives you a list of configurable options.

These options allow you to customize your phone settings.

| | |
|---|---|
| 1 | Language |
| 2 | Time and Date |
| 3 | Set Ring Tone |
| 4 | Clear Msg. Wtg. |
| 5 | Contrast Level |
| 6 | Live Dialpad |
| 7 | Headset Settings |
| 8 | Call Forward |
| 9 | Network Settings |
| 10 | SIP Settings |
| 11 | Phone Status |
| 12 | User Password |

The "Network Settings" and "SIP Settings" selections are administrator level options, and require an administrator password to access. Setting defaults under "Phone Status" also requires an administrator password. These options should only be set up and changed by your system administrator.

For more information about customizing your phone, see the section **"Customizing Your Phone"** in the ***Aastra 9112i Installation Guide***.

For more information about administrator options, contact your system administrator.

## Aastra Web UI

You can access the 9112i phone's options using the Aastra Web UI.

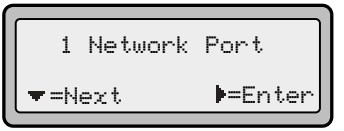
In order to access the Aastra Web UI, you will need to know the IP address of your phone.

### Finding Your Phone's IP Address

1 Press the I button on the phone to enter the Option List.

2 Use the V key to scroll down the list of options to Phone Status and press the U key to select.

3 Select "Network Port" and press the U key.




The IP address of your 9112i IP phone displays in the "IP Address" field.

### Accessing the Aastra Web UI

1 Open your web browser and enter the phone's IP address or host name into the address field.

2 At the prompt, enter your user-name and password and click OK.

**Note:** For a user, the default user name is "**user**" and the password field is left blank.

The Network Status window displays for the IP phone you are accessing.

3 You can logout of the Aastra Web UI at any time by clicking **LOGOFF**.

The following categories display in the side menu of the Aastra Web UI: **Status, Operation, Basic Settings**.

#### *Status*

The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.

#### *Operation*

The **Operation** section provides the following options:

- **User Password** - Allows you to change user password
- **Programmable Keys** - Allows you to configure up to 2 programmable keys for a specific function (none, speeddial, do not disturb (DND), or Extensible Markup Lanaguage (XML).
- **Directory** - Allows you to copy the Callers List and Directory List from your IP phone to your PC.
- **Reset** - Allows you to restart the IP phone when required.

#### *Basic Settings*

The **Basic Settings** section provides the following options:

- **Call Forward** - Allows you to set a phone number destination for where you want calls forwarded.

## User Password

This category allows you to change the web-access password for your phone. Changing your password ensures that only you can alter your phone settings, and helps keep your system secure. You can change your user password using the IP phone UI or the Aastra Web UI.

From the IP phone:

1 Press I on the phone to enter the Options List.

2 Select **User Password** and press U.

3 Enter the current user password and press U.

4 Enter the new user password and press U.

5 Re-enter the new user password and press U.
A message, "Password Changed" displays on the screen.

From the Aastra Web UI:

1 Click on **Operation->User Password**.

2 In the "**Current Password**" field, enter the current user password.

**Note:** By default, the user name is "user" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your system administrator for assistance.

3 In the "**New Password**" field, enter the new user password.

4 In the "**Password Confirm**" field, enter the new user password again.

5 Click Save Settings to save your changes.

# Using Your Phone

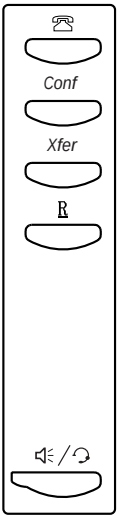
The following sections describe the various 9112i phone key functions, and how they help you make and manage your calls and caller information.

## Hard Keys

The following hard keys labeled on your phone are configured for the call handling features:

- Callers n
- Conference l
- Transfer k
- Redial m
- Mute j

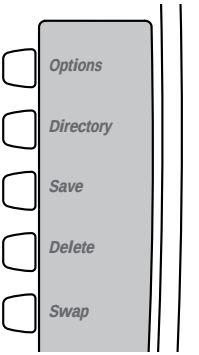
These keys are static and cannot be programmed or changed. They are located to the right of the dial pad.




The following keys are configured for managing phone features and settings:

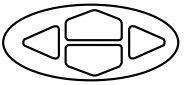
- Options I
- Directory J
- Save K
- Delete L
- Swap o

These keys are static and cannot be programmed or changed. They are located to the far upper right of the dial pad.




## Navigation Arrow Keys

The arrow keys located below the display are navigation keys that allow you to scroll through and select various options.



## Programmable Keys

There are 2 programmable keys on the 9112i phone, located to the far right of the dial pad, below the Swap key.

You can set the programmable keys with any of the following functions:

- speeddial
- DND (do not disturb)
- XML

These keys can also be set up to quickly access features such as Call return (*69) or Voicemail.

**Note:** Quick access features like Call return and Voicemail must first be configured on your PBX in order to work on your phone. See your system administrator for more information.

### Setting Speeddial

The speeddial function can be set using the IP phone UI or the Aastra Web UI.

**Note:** Your system administrator can also set speeddial using the configuration files.

You can save 2 speed dial numbers and names to the 9112i. These can be programmed to dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

Use the following procedures to set speeddial on the 9112i IP phone.

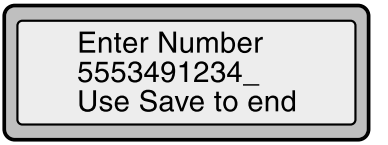
#### *Entering a Name/Number for Speeddial Key*

From the IP Phone:

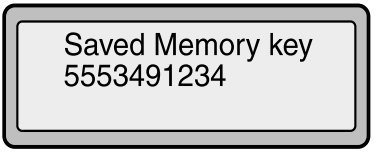
To enter a number and name in a programmable key:

1. Press K. The screen displays "Save to?"
2. Select a Programmable Key M you want to save to.
3. At the "Enter Number" prompt, use the dial pad key to enter the number.
4. Press K.

**Note:** To add a one second pause during number editing press O.




5. At the "Enter Name" prompt, use the dial pad keys to select the letters. Continue to press the number key to access the next letter for that key (i.e. press **2** three times to access **C**). Press U to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press U. To backspace and erase a mistake, press T or L. You can save up to 16 letters and numbers on each programmable key entry.
6. Press K to finish.



From the Aastra Web UI:

1 Click on **Operation-> Programmable Keys**.

2 Select **"Hard Key 1"** or "**Hard Key 2**".

3 In the "**Type**" field, select speeddial to apply to the programmable key.

4 In the "**Value**" field, enter the phone number or extension to apply to this hard key for speed-dialing.

5 Click Save Settings to save your changes.

6 Click on **Operation->Reset**.

7 In the "**Restart Phone**" field click Restart to restart the IP phone.

### *Saving an Entry from the Redial, Callers, or Directory Lists to a Speeddial key*

To save an entry from your Redial, Callers, or Directory lists from the IP phone:

1 Press the desired hard key n or m . From Callers or Redial, scroll through the list to find the name and number that you wish to save to your speed dial.

2 Press K .

3 Press the selected speed dial. If the name is displayed with the number, both are saved to the speed dial. If no name is displayed, you can enter the name using the dial pad.

## Setting a Key for "Do Not Disturb" (DND)

The IP phones have a feature you can enable called "Do not Disturb (DND). The DND function allows you to turn "do not disturb" ON and OFF.

If DND is ON, callers calling into the phone hear a busy signal or a message, depending on how your system administrator set up the configuration server. The second line on the screen of the IP phone shows when DND is set.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

You can set DND on the programmable keys using the Aastra Web UI only. DND is not configurable from the IP phone UI.

**Note:** Your system administrator can also set DND using the configuration files.

From the Aastra Web UI:

1 Click on **Operation-> Programmable Keys**.

2 Select **"Hard Key 1"** or "**Hard Key 2**".

3 In the "**Type**" field, select **do not disturb** to apply to the programmable key.

4 Click Save Settings to save your changes.

5 Click on **Operation->Reset**.

6 In the "**Restart Phone**" field click Restart to restart the IP phone.

## Setting a Key for "XML"

The 9112i IP phone has a feature you can enable called "XML" (Extensible Markup Language).

Setting a programmable key to XML allows you to access special services set up by your system administrator. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts. Contact your system administrator for more information.

You can set a programmable key on the 9112i phone to use XML using the Aastra Web UI. However, the XML services must be set up by your system administrator before you can use the key. Contact your system administrator for more information.

**Note:** Your system administrator can also set XML using the configuration files.

From the Aastra Web UI:

1 Click on **Operation-> Programmable Keys**.

2 Select **"Hard Key 1"** or "**Hard Key 2**".

3 In the "**Type**" field, select **xml** to apply to the programmable key.

4 In the "**Value**" field, enter the IP address of the XML application.

**Note:** Contact your system administrator for the appropriate value to enter in the "Value" field.

5 Click Save Settings to save your changes.

6 Click on **Operation->Reset**.

7 In the "**Restart Phone**" field click Restart to restart the IP phone.

## *Accessing the XML Service*

After a system administrator has created and saved an XML application to your IP phone, the customized service is ready for you to use.

**Note:** The programmable key on your phone must be set to "XML".

From the IP Phone:

1 Press the programmable key configured for XML on the 9112i phone.
A "**Custom Features**" screen displays.

2 Use the r and s to scroll through the customized features.

3 For menu and directory services, select a service to display the information for that customized service.
Message services display to the screen after pressing the programmable key.
For user input services, follow the prompts as appropriate.

4 To exit from the "**Customized Features**" screen, press the XML programmable key again.

## Editing a Programmable Key

You can edit a programmable key from the IP phone UI or the Aastra Web UI.

From the IP Phone:

- Save a new number to the key through the n , m or J keys on your phone. This overwrites the previous entry.

From the Aastra Web UI:

1 Click on **Operation-> Programmable Keys**.

2 For **"Hard Key 1"** or "**Hard Key 2**", select a function from the "**Type**" field.

3 Change the value in the "**Value**" field if required.

4 Click Save Settings to save your changes.

5 Click on **Operation->Reset**.

6 In the "**Restart Phone**" field click Restart to restart the IP phone.

## Deleting a Programmable Key

You delete a programmable key function using the Aastra Web UI.

From the Aastra Web UI:

1 Click on **Operation-> Programmable Keys**.

2 For **"Hard Key 1"** or "**Hard Key 2**", select **none** from the "**Type**" field.

3 Click Save Settings to save your changes.

4 Click on **Operation->Reset**.

5 In the "**Restart Phone**" field click Restart to restart the IP phone.

The programmable function is deleted from the IP phone memory.

## Restarting your phone

You may want to restart your phone to check for updates for your phone on the server. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. You may also need to restart your phone if you have been asked to do so by your system administrator, or should you experience any unexpected behaviour.

**From the IP Phone:**

1. Press the I button on the phone to enter the Option List.
2. Use the V key to scroll down the list of options to Phone Status and press the U key to select.
3. Press the V key to scroll to the Restart Phone option.
4. Press the U key to confirm and restart the phone. If you do not wish to restart your phone, press the T key to cancel.

**Note:** Your phone will be out of service temporarily during the restart and downloading process.

You can also restart your phone through the Aastra Web UI.

**From the Aastra Web UI:**

1. Click on **Operation->Reset**.

2. Click Restart.
3. Click **OK** at the confirmation prompt.

# Making Calls

This section describes ways to make calls on your 9112i phone, using your handset, speakerphone, or headset.

## Dialing a Number

First, take the phone off-hook by lifting the handset, or by pressing q. At the dial tone, enter the number you wish to call. If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

When your party picks up, a timer appears on your display that records the length of your call.

## Using Handsfree Speakerphone

The Handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker, Speaker/Headset or Headset/Speaker Audio Mode. You can set your desired audio mode through #7. Headset Settings in the Options list. For more information, see the section **"Customizing Your Phone"** in the ***9112i Installation Guide***.

- To dial using handsfree, first press q and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press q.
- If you are in Speaker audio mode, lift the handset and press q to switch between handsfree and handset.
- If you are in Speaker/Headset audio mode, press q to switch between handsfree and headset.
- When handsfree is on, the speaker light turns on.

## Using a Headset

The 9112i accepts headsets through the modular RJ9 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.

**Note:** Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

### *Advanced Volume Controls for the Headset Mic*

On the 9112i, there are 3 options for the headset microphone volume.

***To change the volume:***

1. Press I to enter the Options list.
2. Use V to scroll down the list of options to Headset Settings and press U to select.
3. Press V to scroll down to headset/mic volume and press U to select.
4. Use V to scroll down the list and press U to select your desired volume.
5. Press U to save changes and T to exit.
6. If you do not wish to save changes, press T to return to the previous screen.

**Note:** By default, the volume for the headset microphone is set to medium.

### *Making and Receiving Calls Using a Headset*

1 Ensure that you have selected a headset audio mode by accessing the options list available from the phone (under Headset Settings option).

2 Plug the headset into the jack.

3 Press the q key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, a dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.

4 Press N to end the call.

## Redial

Press m to dial the most recent number you dialed from the phone. If you are off-hook and press m the last number you called will be called back. If you are on-hook and press m , a **Redial Directory** list appears on-screen. The redial list stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

### *Accessing the Redial List*

1 If you are off-hook and press m , the telephone automatically dials the last number you called.

2 If you are not on the phone, press m to display the most recently dialed number and use V W to scroll through the list to view the other numbers

3 Press V to see the second most recently dialed number, or W to see the oldest call on your list.

4 To dial the displayed number press q , or lift the Handset

5 Press N or the m key to cancel.

### *Deleting from the Redial List*

**Note:** You cannot delete individual entries in the Redial list.

#### *To Delete All Items:*

1 Press m .

2 Press L , then press L again at the prompt to erase all items.

## Mute

Press the e button at any time to mute handset, headset or handsfree. The speaker light will flash slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press e .

## Receiving Calls

When a call is ringing at your extension, you will see the "Inbound Call" Screen.

## Answering an Incoming Call

***To answer the call:***

- For handsfree operation, press q for the incoming call.
- Press q for handsfree or headset operation.

**Note:** The audio mode setting you have selected in the options list under 7. Headset Settings determines if the call goes to handsfree or headset operation. For more information, see the section **"Customizing Your Phone"** in the ***9112i Installation Guide***.

- Lift the handset for handset operation.

If the phone is already connected to a call, pressing o for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press o .

For more information about swapping a call see "The Swap Key" on page 16.

If you cannot answer the call, the caller goes to voice mail if voice mail has been configured for your extension.

## Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press N without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon ( ✉ ) along with the number of waiting messages, if you have unheard messages (example: ✉ x4).

## Handling Calls

When you are connected to a call, you can use the hard keys on the phone to place a call on hold, transfer a call, or conference.

### The Swap Key

While you're on the phone, if there is a second incoming call, pressing o places the current call on hold and answers the incoming call. Pressing o again toggles between the two active calls. A third call cannot be accepted. While in a call with no other incoming calls, pressing o has no effect. o can be used to switch back and forth between 2 calls.

***To handle two calls:***

- Press o to answer a second incoming call. Your first call is automatically put on hold.
- You can use o to juggle between the two calls.
- To transfer a call to another line, press o to answer, then k to transfer the call, followed by the extension or outside line number. See the section 16 for more information.
- If you or the other party hang up on an active call while a second call is on hold, the phone remains in the standard hold state.

### Placing a Call on Hold

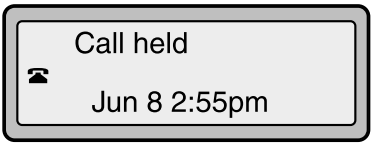
When you place a call on hold, only your phone can retrieve the call.

***To place a call on hold:***

1 Connect to the call (if not already connected).

2 Press the Hold O key.

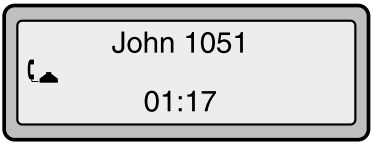
Your telephone set indicator light in the upper right corner of your phone will flash steadily to remind you that you still have a call on




hold. The screen will display "Call Held". Press O again to reconnect to the held call.

***When on Hold***

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system).




***Automatic Hold***

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone will automatically put your current call on hold as soon as you press o . Use o to toggle back and forth between held calls.

### Transferring Calls

***Blind Transfer***

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

### *Consultive Transfer*

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

#### *To transfer a call to another extension:*

1. Connect to the call you wish to transfer (if not already connected).
2. Press k. You will hear a dial tone as a second line opens up.
3. Enter the extension number of the person you wish to transfer the call to, or dial the outside number of the person you wish to transfer the call to.
4. To complete a "blind" transfer, press k again before the phone begins dialing. To complete a consultive transfer, remain on the line to speak with the party before pressing k again. To cancel the transfer, select Cancel on the display screen.
5. To go back to the original call, press o. Pressing o will alternate between the two active calls.

## Conferencing Calls

The 9112i phone system supports up to 3 parties (including yourself) in a conference call.

#### *To create a conference call*

1. Connect to the first party you wish to include in the conference (if not already connected).
2. Press l. The phone places the current call on hold and opens a new line.

3. Enter the extension number, or dial the outside number of the person you wish to add to the conference.
4. If there is no answer, or if you press o, the call is dropped and the original call is re-activated.
5. If the second party answers, you may speak to the person and use the o button to toggle between calls. Pressing l again will complete the conference.

You can use V W to scroll through and see the numbers and names (if available) of the parties in the conference call.

**Note:** When a name is displayed, pressing U drops the displayed party from the call.

## Ending Calls

To end a call, you first need to reconnect to the call if not already connected (for example, if your caller is on hold). Press N to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

## Managing Calls

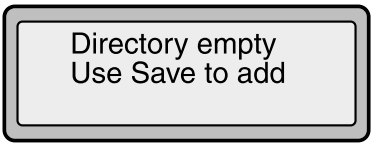
The 9112i has several features that make it easier to make and manage calls, and to keep track of your caller history, as well as your business and personal contacts.

### Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 Name and Number entries into the 9112i Directory by adding them through editing, or by saving the number and name from other lists stored on your phone. Each entry can contain a maximum of 16 letters and numbers.

#### *Accessing Your Directory*

1 Press J . The directory displays the number of entries in your list. If the Directory list is empty, "Directory Empty/Use Save to add" is displayed.




2 You can access entries by pressing V W to scroll through the list.

3 To search for an entry by name, press the dial pad number corresponding to the first letter of the name (for example, press **7** for the letter **P**). Continue to press the dial pad number to access other letters on the same key (for example, press **7** three times for 'Ron'). If there are multiple entries under the same letter, you can use V W to scroll through the list, or continue to press the next letters of the name to find a better match.

4 To dial the displayed number press j or just lift the handset.

5 Press J or N to cancel.

#### *Saving Numbers and Names to the Directory*

You can save a number to your directory during a call, from the Redial list or Callers list, or by entering a new number and name.

#### *Saving from the Display*

You can save the name and/or number displayed on your screen during a call to the Directory, or to one of your programmable keys.

1 Press K during the call.

2 Press J or a programmable key. If a name is displayed both the number and name are saved in Directory or the programmable key. If no name or "Unknown Name" are displayed you can enter the name using the dial pad.

3 Press K to finish.

#### *Saving from Hard keys to the Directory*

To save an entry from your Redial list or Callers list:

1 Press the desired hard key n or m . From Callers or Redial, scroll through the list to find the name and number that you wish to save to your directory.

2 Press K .

3 Press J . If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

### *Entering a New Number and Name into the Directory*

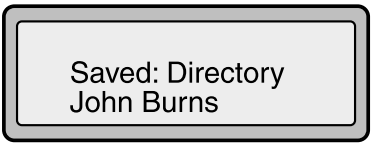
1 Press K . At the "Save to?" prompt, press J .

2 Use the dial pad key to enter the number.

**Note:** To add a one second pause during number editing press N .

3 Press K . At the "Enter Name" prompt, use the dial pad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press U to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press U. To backspace and erase a mistake, press T or L .

4 Press K to finish.




### *Editing in Directory*

To edit a listing in your directory:

1 Press J .

2 Access the entry you want to edit by pressing the first letter of the name on the dial pad, and V W to scroll through the list.

3 To begin editing press T . Press T again to erase the numbers or letters to the left or use the dial pad to enter additional digits or characters once you have saved the number. If you don't want to change the number or name just press J at any time to exit.

4 Press K to finish.

### *Deleting Items from Directory*

There are two ways to delete calls from your directory.

#### *Deleting items one by one:*

1 Press J .

2 Press V W to find the item you want to delete.

3 Press L , then L again at the prompt to erase the item.

#### *Deleting all items in the directory:*

1 Press J .

2 Press L , then L again at the prompt to erase all items.

## Callers List

The 9112i telephone stores information on up to 200 incoming calls in the Callers list. Your telephone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a programmable key or the Directory, the Callers list will display the name and number.

The display shows you how many callers have been added to the list since you last checked it.

### *Caller's List Screen Display*

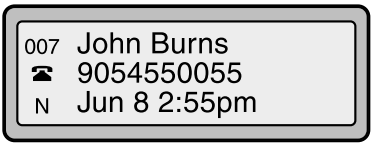
| Display Item | Description |
|---|---|
| 450-349-0438 | Indicates you have returned the call from the Callers list. |
| N MAR 04 3:30pm 2x | "N" indicates a new call. |
| XX New Callers | When you're not on the telephone and not in the Callers list, the display shows you how many callers have been added to the list since you last checked it. |
| | Indicates an unanswered call in the Callers list. |
| | Indicates an answered call in the Callers list. |
| | Indicates a Call Waiting call in the Callers list. |
| | Indicates an incoming Call Waiting call. |
| John Burns<br>9054550055<br>Jun 8 2:41pm 2X | "2x" indicates this caller has called twice. The display shows the date and time of the last call from that caller. |

### *Accessing the Callers List*

1 Press n . Press V W to move through the Callers list. Press V to see the most recent call, or W to see the oldest call on your list.

2 To dial the displayed number just press j or lift the Handset.

3 Press T or n to cancel.



### *Editing in the Callers List*

**Important:** The Callers list does not save changes. Editing in the callers list is generally used if you plan to call the number and need to add a prefix.

In the Callers list, if a dial pad key is pressed when a number and/or a name is displayed, the cursor will automatically add the digit at the left side of the number to enable the entry of the prefix.

1. Press n .
2. Press V W to find the entry you want to edit. Press V to view the most recent call, or W to see the oldest call on your list.
3. Press any key on the dial pad to begin editing.
4. To move the cursor one digit to the right, press U. To erase one digit to the left of the cursor, press T.
5. To dial the displayed number press j , or just lift the handset.

**Note:** To add a one second pause during number editing press O .

### *Deleting from the Callers List*

There are two ways to delete calls from the Caller's list.

#### *Deleting items one by one:*

1. Press n .
2. Press V W to find the item you want to delete.
3. Press L , then L again at the prompt to erase the item.

#### *Deleting All Calls:*

1. Press n .
2. Press L , then L again at the prompt to erase all calls.

## Call Forwarding

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination.

Call forwarding is disabled by default. You can enable call forwarding on a global basis only.

The following are the call forward modes you can configure for call forwarding:

| Call Forward-Mode | Description |
|---|---|
| Off (Aastra Web UI only) | Disables call forward |
| All | Phone forwards all incoming calls immediately to the specified destination. |
| Busy | Phone forwards incoming calls if the line is already in use. |
| No Answer | Phone forwards the call if it is not answered in the specified number of rings |
| Busy No Answer | Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings. |

### *Setting Call Forwarding*

Use the following procedure to configure global call forwarding.

From the IP phone:

1. Press I on the phone to enter the Options List.
2. Select **Call Forward** and press U.
3. Select **Cfwd Number** and press U.
4. Enter the number destination for which you want your incoming calls to be forwarded and press U.

**Note:** If you leave the "Number" field blank, call forwarding is disabled.

5. Press V to scroll to **Cfwd Mode** and press U.
6. Use the V W to select a value and press U. Valid values are All, Busy, No Answer, Busy No Answer.
7. Press V to scroll to **No. Rings** and press U.
8. Use the V W to select a value and press U. Valid values are 1 to 9.

**Note:** "**Number of Rings**" field applys to **No Answer** and **Busy No Answer** modes only.

A message displays "confirmed".

From the Aastra Web UI:

1. Click on **Basic Settings->Call Forward**.

2. In the "**Mode**" field, select the mode you want to set on your phone.

**Note:** To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Number" field**.

3. In the "**Number**" field, enter the call forward number for which you want your calls to be call forwarded.
4. In the "**Number of Rings**" field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.
5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

## Language

Using the IP phone, you can set the phones to use a specific language to display in the IP Phone UI.

When you set the language to use on the phone, all of the display screens (menus, services, options, etc.) display in that language. Valid languages for the IP phones include English, French, and Spanish. Default is English.

### *Setting Language*

You set the language on the IP phone using the **Options** key ( I ) on the IP phone.

**Note:** A check mark displays beside the language currently configured on the IP phone.

Use the following procedure to set the language for the IP phone.

**From the IP phone UI**:

1. Press I on the phone to enter the Options List.
2. Select **Language** and press U.
3. Use the V W to select a language to display on the IP phone and press U. Valid values are **English, French,** or **Spanish**. Default is English.

A message displays "confirmed".

**Note:** The language you select is immediately applied to the IP phone UI display.

# Troubleshooting

### *Why is my display blank?*

Ensure that power is being provided to your phone. Make sure your phone is plugged into a power source.

### *Why is my speakerphone not working?*

If you press the d / f button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press d / f a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing d / f . See the section "**Customizing your phone**" in the ***9112i Installation Guide*** for instructions on how to change the Set Audio option.

### *Why can't I get a dial tone?*

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the "**Installation and Setup**" section in the ***Aastra 9112i Installation Guide*** provided with your phone.

### *Why doesn't my phone ring?*

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "**Adjusting Volume section**" in the ***Aastra 9112i Installation Guide*** provided with your phone.

### *Why is the light not coming on with a new Voice Mail Message?*

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your system administrator for more information.

### *How do I find the IP address of my phone?*

Instructions on where to find the IP address of your phone can be found in this guide in the section,
"Finding Your Phone's IP Address" on page 5.

### *How do I change my User Password?*

You can change the user password from the IP phone UI or the Aastra Web UI.

From the IP phone:

1. Press I on the phone to enter the Options List.
2. Select **User Password** and press U.
3. Enter the current user password and press U.
4. Enter the new user password and press U.
5. Re-enter the new user password and press U.
   A message, "Password Changed" displays on the screen.

From the Aastra Web UI:

1. Click on **Operation->User Password**.

2 In the "**Current Password**" field, enter the current user password.

**Note:** By default, the user name is "user" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your system administrator for assistance.

3 In the "**New Password**" field, enter the new user password.

4 In the "**Password Confirm**" field, enter the new user password again.

5 Click Save Settings to save your changes.

For information on how to access the Aastra Web UI, go to the section "Accessing the Aastra Web UI" on page 5.

### *Why does my phone display "Bad Encrypted Config"?*

The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.

Report this error to your system administrator.

### *How do I restart the IP phone?*

**From the IP Phone:**

1 Press the I button on the phone to enter the Option List.

2 Use the V key to scroll down the list of options to Phone Status and press the U key to select.

3 Press the V key to scroll to the Restart Phone option.

4 Press the U key to confirm and restart the phone. If you do not wish to restart your phone, press the T key to cancel.

**Note:** Your phone will be out of service temporarily during the restart and downloading process.

**From the Aastra Web UI:**

1 Click on **Operation->Reset**.

2 Click Restart.

3 Click **OK** at the confirmation prompt.

## Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

### Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

### Warranty Repair Services

Should the set fail during the warranty period;

**In North America**, please call **1-800-574-1611** for further information.

**Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

### After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

**In North America**, contact our service information number: **1-800-574-1611**. **Outside North America**, contact your sales representative.

**Note:** Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

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If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at www.aastra.com or call 1-800-574-1611 for technical assistance.

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